



## CHIEF FRAUD BUREAU, DEPARTMENT OF INSURANCE

<b>EXAM CODE:</b>	0IN05
<b>EXAM TYPE:</b>	DEPARTMENTAL PROMOTIONAL
<b>LOCATIONS:</b>	FRESNO, LOS ANGELES, SACRAMENTO, SANTA CLARA, SOLANO
<b>SALARY INFORMATION:</b>	\$11,088 - \$13,904
<b>CLASS/SCHEM CODE:</b>	7545/VL99
<b>RELEASE DATE:</b>	JUNE 11, 2020
<b>FINAL FILING DATE:</b>	CONTINUOUS

### EQUAL EMPLOYMENT OPPORTUNITY / DRUG FREE STATEMENTS

The state of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

It is the objective of the state of California to achieve a drug-free state work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the state, the rules governing civil service and the special trust placed in public servants.

### POSITION DESCRIPTION

Under general direction of the Chief, Enforcement Division, Department of Insurance, to plan and organize the work of a staff engaged in the investigation of suspected fraudulent insurance claims and coordination of insurance fraud investigations, statewide.

### WHO CAN APPLY

Applicants must have a permanent civil service appointment with the California Department of Insurance within three years of the final filing date in order to take this examination. Employees who have limited-term appointments in the department for which the examination is being given (provided they have had a permanent appointment and no subsequent break in service) are allowed to participate in open statewide examinations in the department. Otherwise, employees must be:

1) A current or former employee of the legislature for two or more years as defined in government code (GC) section 18990; OR

2) A current or former non-elected exempt employee of the executive branch with two or more consecutive years (excluding those positions for which salaries are set by statute) as defined in GC section 18992; OR



3) Persons retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in GC section 18991.

## APPLICATION FILING INSTRUCTIONS

### **Final Filing Date:**

Applications will be accepted on a **continuous basis**.

### **Who Should Apply:**

Persons who meet the minimum qualifications as stated on this announcement may apply to take this examination. Applications must include: specific "to" and "from" dates (month/day/year), specific hours worked and civil service class title(s), for all work experience. Resumes will not be accepted in lieu of a State Application (STD 678).

### **How to Apply:**

**EMAILED APPLICATIONS ARE PREFERRED.** Submit your completed [EXAMINATION/EMPLOYMENT APPLICATION \(STD 678\)](#) along with any required educational documentation (if applicable) via email at [CDIExaminations@insurance.ca.gov](mailto:CDIExaminations@insurance.ca.gov) Application must include **Exam Code/Title: 0IN05 CHIEF FRAUD BUREAU, DOI** and your current email address.

Applications may also be delivered in person or by mail. Incomplete applications will not be accepted. Once your application has been verified as meeting the requirements for admittance to the examination, you will receive the Training and Experience Assessment test link and instructions by email only. Please be sure to include your current email address on your application.

The Examination/Employment Application (STD. 678) is available through your [CalCareer Account](#) or the internet at <https://jobs.ca.gov/pdf/STD678.pdf>.

### **EMAIL SUBMISSION:**

SUBJECT LINE: 0IN05 CHIEF FRAUD BUREAU, DOI

EMAIL ADDRESS: [CDIExaminations@insurance.ca.gov](mailto:CDIExaminations@insurance.ca.gov)

***Submitted no later than 11:59 p.m. Pacific Time by the cut-off date specified on this examination announcement.***

### **FILE-IN-PERSON / MAILING ADDRESS:**

DEPARTMENT OF INSURANCE  
HUMAN RESOURCES MANAGEMENT DIVISION  
ATTN: EXAMINATION UNIT  
300 CAPITOL MALL, 13th FLOOR  
SACRAMENTO, CA 95814

***FAILURE TO SUBMIT ANY OF THE REQUIRED DOCUMENTATION LISTED ABOVE MAY RESULT IN DISQUALIFICATION FROM THIS EXAMINATION***

Applications will be accepted on a continuous basis. Do not submit applications to the California Department of Human Resources (CalHR.). If you are personally delivering your application, you must do so between the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday, excluding holidays to the same street address as listed above.

Completed applications and all required documents must be received or postmarked by the cut-off date in order to be considered for the current month. If an application is received after the cut-off date with a late or missing postmark, the application is considered late and will be included in the next cut-off date for processing. It is the applicant's responsibility



to submit their application on time and to ensure the envelope is postmarked if applying by way of U.S. mail or contains proof of timely deposit with a parcel delivery or courier service. Dates printed on Mobile Bar Codes, such as the Quick Response (QR) Codes available at the United States Postal Service (USPS), are not considered postmark dates for the purpose of determining timely filing of an application.

### MINIMUM QUALIFICATIONS

#### Either I

Experience: One year of experience in the California state service performing law enforcement duties in the class of Assistant Chief, Fraud Bureau.

#### Or II

Experience: Five years of progressively more responsible supervisory experience in a peace officer position as defined in Penal Code Section 830.1, 830.2 or 830.3. At least three years must have been in a position which included administrative responsibilities such as budgeting, management analysis, personnel management, statistical analysis or research in an investigative or technical services program area. (Possession of a graduate degree in public administration, business administration, law, political science or related areas may be substituted for one year of the required administrative experience.) and

Education:

Equivalent to completion of two years of college and possession of or be eligible for the supervisory or management certification of the Peace Officers Standards and Training Commission within 24 months after appointment of this position.

### CITIZENSHIP REQUIREMENT

Existing law provides that peace officers be either a U.S citizen or a permanent resident alien who is eligible for and has applied for U.S citizenship at least one year prior to the final filing date for this examination. The one-year requirement does not apply to permanent resident aliens who have applied for peace officer classes prior to their 19<sup>th</sup> birthday.

### EXAMINATION INFORMATION

#### TRAINING AND EXPERIENCE ASSESSMENT – WEIGHTED 100%

The examination consists solely of a Training and Experience Assessment. To obtain eligibility, a minimum score of 70% must be received. Instructions on how to complete the Training and Experience Assessment will be sent via email to each candidate who meet minimum qualifications.

The testing office will accept examination packets on a continuous basis. Applications will be reviewed to ensure the minimum requirements for participation in this exam are met. Possession of the entrance requirements does not assure a place on the eligible list. Examiners will receive their exam results 1-2 weeks after the test deadline to their CalCareer email addresses. Names of successful competitors will be merged into the eligible list in order of final scores, regardless of test date. Once list eligibility has been obtained, **you may not retake this examination for twelve (12) months from the Accession/Eligibility Date.**

**Continuous testing cut-off dates will be the last business day of each month and all applicants must meet the minimum qualifications as of the cut-off date.**

### ELIGIBLE LIST INFORMATION



A departmental promotional eligible list will be established for the California Department of Insurance. The names of successful competitors will be merged on the list in order of final scores, regardless of date. Competitors' eligibility will expire **12 MONTHS** after it is established unless the needs of the service and conditions of the list warrant a change in this period.

Career Credits **will not** be granted in this examination.

Veteran's preference **will not** be granted in this examination.

### SPECIAL TESTING ARRANGEMENTS

If you are an individual with a disability and need reasonable accommodation to participate in this examination, please mark the box in question #2 on the "examination application." You will be notified in writing to determine what assistance can be provided.

### KNOWLEDGE, SKILLS & ABILITIES

In addition to evaluating the competitor's relative abilities as demonstrated by quality and breadth of experience, emphasis will be on measuring competitively, relative to job demands, each competitor's:

#### Knowledge of:

1. Programs, policies and procedures of the Fraud Bureau.
2. Criminal Justice System and governmental functions and organizations.
3. Principles of public administration, personnel management and effective supervision.
4. Principles of organization, administration and management.
5. General insurance claims settlement principles, practices, related statutes.
6. Relevant court decisions.
7. Techniques of investigative work.
8. Criminal investigative techniques and procedures.
9. Rule of evidence and court procedures.
10. Laws of arrest, search and seizure.
11. Service of legal process and the legal rights of citizens.
12. Interview and interrogation processes and procedures.
13. Provisions of the California Penal Code, Insurance Code and related statutes in Federal law.
14. Securing and preservation of evidence.
15. Use of capabilities of the Insurance Fraud Information System (IFIS) and California Law Enforcement Telecommunications System (CLETS) computers.
16. Department's Equal Employment Opportunity Program objectives.
17. A manager's role in the Equal Employment Opportunity Program and the process available to meet affirmative action objectives.

#### Ability to:

1. Administer and manage law enforcement programs, analyze and evaluate complex administrative problems.
2. Organize and direct the work of others, analyze data and speak and write effectively.
3. Apply laws and rules of evidence to specific situations.
4. Gather and analyze facts and evidence.
5. Write effective reports of case investigation for prosecutors, both State and Federal.
6. Analyze situations accurately and take effective action.
7. Conduct interviews of witnesses and interrogate suspects.
8. Effectively participate in, or direct, undercover and surveillance assignments.
9. Photograph crime scenes and use sophisticated evidence gathering equipment.



10. Properly prepare and execute search warrants.
11. Make felony arrests.
12. Testify in court and appear as an expert witness.
13. Appear before public and private groups and explain departmental objectives and programs and secure cooperation and assistance of such groups.
14. Establish and maintain cooperative working relationships.
15. Act independently with open-mindedness, flexibility and tact.
16. Effectively contribute to the Department's Equal Employment Opportunity objectives.

### GENREAL INFORMATION

**The California Department of Insurance** reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

**For an examination** without a written feature, it is the candidate's responsibility to contact the California Department of Insurance, Human Resources Management Division at [CDIExaminations@insurance.ca.gov](mailto:CDIExaminations@insurance.ca.gov) three weeks after the cut-off date if he/she has not received a progress notice.

**Applications are available** at the California Department of Insurance offices, California Department of Human Resources, local offices of the Employment Development Department, and on the internet at [www.jobs.ca.gov](http://www.jobs.ca.gov).

**If you meet the requirements** stated on the reverse, you may take this examination. Your performance in this examination will be rated against predetermined rating criteria. All competitors who pass will be ranked according to their scores. Meeting the entry requirements does not assure success in the examination or placement on the employment list.

**Examination Locations:** When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. Ordinarily, oral interviews are scheduled in Sacramento, Oakland, and Los Angeles. However, locations of interviews may be limited or extended as conditions warrant.

**Eligible Lists:** Eligible lists established by competitive examination, regardless of date, are used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) servicewide promotional, 5) departmental open, and 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on this bulletin.

**Promotional Examinations Only:** Competition is limited to employees who have a permanent civil service appointment. Under certain circumstances, other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2, and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at departmental personnel offices or at the Informational Counter of State Personnel Board offices.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others. Candidates must be in a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment of records and personal history and fingerprinting may be required.

California Department of Insurance  
Human Resources Management Division  
Classifications and Examinations Unit  
300 Capitol Mall, 13th Floor  
Sacramento, CA 95814  
[CDIExaminations@insurance.ca.gov](mailto:CDIExaminations@insurance.ca.gov)

If hearing impaired, call the California Relay Service.

1-800-735-2929 (From TDD Phone)  
1-800-735-2922 (From Voice Phone)

TDD is Telecommunications Device for the Deaf and is reachable only from telephones equipped with a TDD device.